

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	57	53	8%
	Admits	36	36	0%
	Discharges	39	32	22% ▲
	Service Hours	1,376	847	62% ▲

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	57	100.0%

### Consumer Satisfaction Survey

(Based on 15 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Recovery		100%	80%	79%
✓ Outcome		93%	80%	83%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

### Client Demographics

Age	#	%	State Avg
18-25	10	18%	16%
26-34	22	39% ▲	24%
35-44	15	26%	19%
45-54	10	18%	23%
55-64			14% ▼
65+			4%

Gender	#	%	State Avg
Female	56	98% ▲	40%
Male	1	2% ▼	60%

Ethnicity	#	%	State Avg
Non-Hispanic	46	81%	75%
Hisp-Puerto Rican	7	12%	12%
Unknown	3	5%	6%
Hispanic-Mexican	1	2%	1%
Hispanic-Cuban			0%
Hispanic-Other			6%

Race	#	%	State Avg
Black/African American	24	42% ▲	17%
White/Caucasian	24	42% ▼	66%
Other	7	12%	13%
Asian	2	4%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			3%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	21	-14%	▼
Admits	4	8	-50%	▼
Discharges	8	8	0%	
Service Hours	786	510	54%	▲

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic		
6 Month Updates	25%	72%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	50%	50%	54%	0%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		18	100%	60%	73%	40% ▲
✓ Stable Living Situation		18	100%	80%	91%	20% ▲
● Employed		1	6%	20%	12%	-14% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	95%	10%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			■							■	■		25%
Discharges			■						■	■		■	33%
Services	■	■	■	■	■		■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 30 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	32	25% ▲
Admits	32	28	14% ▲
Discharges	31	24	29% ▲
Service Hours	590	337	75% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic 6 Month Updates	N/A	72%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■		■	■	■	■	■	■	■	92%
Discharges	■		■	■		■	■	■	■	■	■	■	83%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	21	68%	50%	54%	18% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	34	85%	60%	73%	25% ▲
Employed	<div><div></div></div>	15	38%	20%	12%	18% ▲
Stable Living Situation	<div><div></div></div>	39	98%	80%	91%	18% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	8	89%	90%	95%	-1%

▲ > 10% Over    ▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

\* State Avg based on 30 Active Standard Case Management Programs